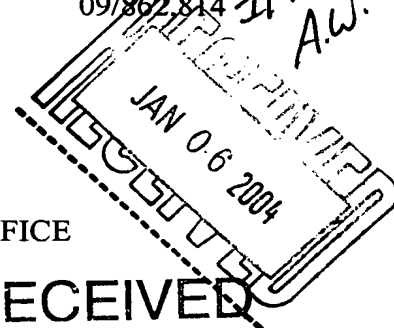


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12-22-03  
PATENT APPLICATION  
09/862,814  
#8B  
1/9/04  
A.W.



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

John C. Seibel et al.

Serial No.:

09/862,814

JAN 02 2004

Date Filed:

May 21, 2001

Technology Center 2100

Group Art Unit:

2177

Examiner:

Lu Kuen S.

Title:

**WEB-BASED CUSTOMER PROSPECTS  
HARVESTER SYSTEM**

**MAIL STOP – NON FEE AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail No. EV352386645US addressed to: Mail Stop – Non Fee Amendment, Commissioner of Patents, Office, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

*Jay Howard*  
Jay Howard

December 19, 2003

Date

Dear Sir:

**RESPONSE TO OFFICE ACTION**

In response to the Office Action mailed September 25, 2003, Applicants respectfully submit the following amendments set forth below and requests favorable action thereon.

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Drawings** begin on page 5 of this paper and include both an attached replacement sheet and an annotated sheet showing changes.

**Amendments to Claims** are reflected in the listing of claims which begins on page 6 of this paper.

**Remarks/Arguments** begin on page 10 of this paper.

An **Appendix** including amended drawing figures is attached to the end of this paper.